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STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
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June 22, 2007

TO: Day and Residential Services Providers
Personal Assistance Services Providers
Independent Support Coordination Agencies
Clinical Services Providers

FROM: Stephen H. Norris, Deputy Commissioner
Division of Mental Retardation Services

[Signature]

SUBJECT: Quality Assurance Survey Tools and Process for FY 2007 – 08

This purpose of this memorandum is to provide notification to all providers of the status of the DMRS Quality Assurance survey tools and process for FY 2007 – 08.

As you know, DMRS began to use the current survey process in FY 2004 – 05. Since that time, we have made changes only to the extent necessary to reflect current DMRS requirements. For FY 2007 – 08, we are again continuing to utilize the same process and survey instruments with only minor changes. For the most part, these changes relate to clarifying language that had been seen as confusing in the past.

Day and Residential Services Providers and Independent Support Coordination Agencies will note that some significant changes have been made to the guidance statements that relate to personal funds management in Domains 2 and 10. These revisions are in keeping with the revised policy on Personal Funds Management (Policy P-008-A, approved November 30, 2006).

In the immediate future, the regional Quality Assurance Units will provide you with the revised tools for your use. After July 1, 2007, these tools will be available on the DMRS website at www.state.tn.us/dmrs/

In FY 2007 – 08, we will continue the practice of recognizing providers that consistently perform in the upper levels of provider performance via the ★ ★ ★

and ★★☆☆ designations. Those providers will be notified during the year as they attain this status.

Should you have questions regarding the Quality Assurance process in general or any changes in particular, please contact Pat Nichols at 615-532-6548, or the appropriate regional Quality Assurance Director:

East Tennessee – Nancy Krahenbill at 865-588-0508, ext. 118
Middle Tennessee – Bernice Swallows at 615-884-4311
West Tennessee – Beth Roby at 731-421-5015

Thank you for your attention to this memorandum.

SHN/pn

cc Debbie Payne
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